JOB TITLE: Winery Tour Guide

DEPARTMENT: Retail Operations/Tasting Room

Reports to: Director of Retail Operations and Tasting Room/Resort Manager

ESSENTIAL PURPOSE:

This position serves as a support to the Winery Tour program and acts as an ambassador for South Coast Winery Resort & Spa.

ESENTIAL DUITES:

- Conduct tours of South Coast Winery Resort & Spa and educate guests on the winemaking process, the history of the winery and Temecula Valley Wine Country as a whole.
- Lead guests through a food and wine pairing by describing the flavor profiles of each wine
- Ability to speak to and lead groups of varying sizes and to work in varying weather conditions
- Promote the sale of South Coast Winery wine and Wine Club membership
- Performs other duties as assigned by manager

JOB KNOWLEDGE & EDUCAITON LEVELS:

- Prior experience in a fast paced, customer service/hospitality industry is preferred
- Must have an above average knowledge of wine varietals, regions and viticulture.
- Strong organizational, problem solving and analytical skills required.
- Must have a personable, friendly and enthusiastic personality.
- Must show versatility, flexibility and willingness to work within constantly changing priorities with enthusiasm.

SKILLS AND APTITUDES:

- Excellent customer service skills
- Ability to work with little supervision
- Ability to stand and walk for long periods of time.
- Must be able to lift and move up to 50 lbs.
- Bilingual a plus

JOB CLASSIFICATION: This position is a non-exempt position. And qualifies under the specified overtime rules.

AT-WILL EMPLOYMENT: The relationship between South Coast Winery Resort & Spa and the employee is for an unspecific term and is considered "at will". This means that the terms and conditions of employment may be changed, with or without cause and with or without notice, including, but not limited to termination, demotion, promotion, transfer, compensation, benefits, duties and location of work. No other than the President of the Company has the authority to make any verbal or written agreements contrary to this provision and any such agreement must be put in writing and signed by the President before it is effective.

South Coast Winery Resort & Spa reserves the right to modify and update this Job Description as needed.

I have read and understand the above-referenced job requirements and have the ability to perform all of the essential duties listed herein. I agree to comply with the Company's performance standards and understand that I will need to be flexible in order to accommodate the changing needs of the resort operation.

I further agree to comply with the rules and regulations set forth in the Employee Handbook and agree to abide with any departmental policies.

I Acknowledge receipt of a copy of this job description

_____ _____

Employee's Name (Print) Employee Signature

_____

Date